

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of:

MCNEILL ET AL.

Serial No.: 10/672,472

Filing Date: September 26, 2003

For: Performance Metrics for Telephone-  
intensive Personnel

Examiner: Armstrong, Angela J

Group Art Unit: 2626

**AMENDMENT UNDER 37 C.F.R. §1.111**

Box AFTER FINAL, EXPEDITED PROCEDURE  
Commissioner for Patents  
Alexandria, VA 22313-1450

Dear Madam:

This is in response to the Office Action dated October 29, 2008, for which a response is due on January 29, 2008. This response is filed within two months of the issuance of the final Office Action and therefore qualifies for expedited review. Accordingly, this response is timely filed. Reconsideration and allowance of the pending claims in light of the remarks presented herein is respectfully requested.